

PROCEDURES DURING THE

ROBBERY

REMAIN CALM. Do exactly what the robber asks, no more or no less. Explain any movements or actions you make to the robber before you make them, so as not to cause panic.

ACTIVATE ALARM SYSTEM WHEN

SAFE TO DO SO. Use bait money, dye packs and "trip switches" as available in your facility.

DO NOT STALL OR ATTEMPT TO

APPREHEND THE ROBBER(S).

The sooner the robbers get what they came for, the sooner they leave your bank. We do not want a hero in exchange for a human life. Money can be replaced - YOU cannot!

POST-ROBBERY PROCEDURES

NOTIFICATION. As soon as possible, but only when safe to do so, notify local law enforcement by dialing 9-1-1, and then your bank manager, confirming that a robbery has occurred. Stay on the line with the 9-1-1 operator until they release you.

PRESERVATION. Secure the area where the robbery occurred. Close and lock all doors, stop all business transactions. Keep

customers and employees away from any physical evidence the robbers may have left behind: note, money, bag, clothing, fingerprints, and footprints.

OBSERVATION. Have all employees record what they observed during the robbery.

Hand out Suspect ID Charts to everyone in the bank. Try to keep customers in the bank until the deputy arrives. If not, get name/address/telephone number before the customer leaves.

IMPORTANT - Do not permit witnesses to discuss their observations among themselves, but have them write down what they themselves remember about the robbery.

For more information on Robbery Awareness Training

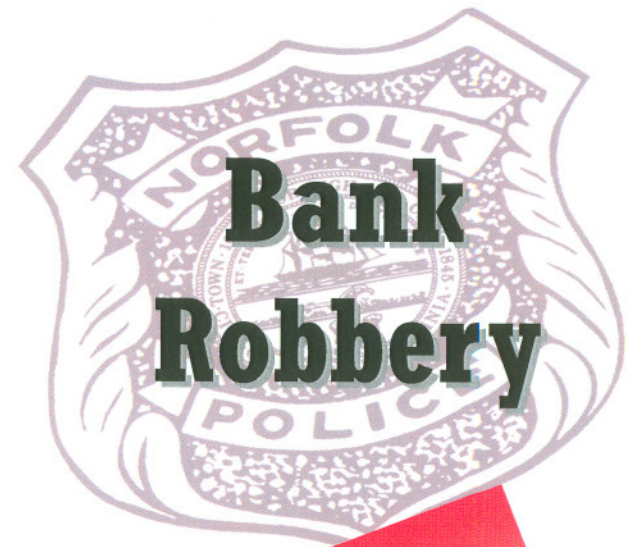
or to schedule a presentation

for your banking facility, call:

Phone: 757-664-6901

Fax: 757-664-6911

**NORFOLK POLICE DEPARTMENT
CRIME PREVENTION UNIT
2500 N. Military Highway
Norfolk, VA 23502**



**Prevention
and
Awareness**

*There are few crimes that are more frightening and potentially dangerous as **BANK ROBBERY**. Customers and employees alike can become victims. During any given year the odds are 1 in 9 that a banking facility will fall victim to robbery.*

OBJECTIVES OF ROBBERY AWARENESS TRAINING

- ◆ Prevent robbery.
- ◆ Prevent injury or death to customers, employees, and law enforcement if a robbery should occur.
- ◆ Get the robber out of the bank as soon as possible.
- ◆ Aid law enforcement in identification of the robbers.

Keep these four objectives in mind at all

times, *especially the first objective!*

This brochure will give you a working knowledge of what is required to help reduce the chance of a robbery to your banking facility. As in any crime prevention program, we cannot control all the factors involved in criminal activity, thus ensuring that your business will never be robbed. But we can control, through education and training, your bank's susceptibility to a potential robbery and your employees' reaction if the situation should occur.

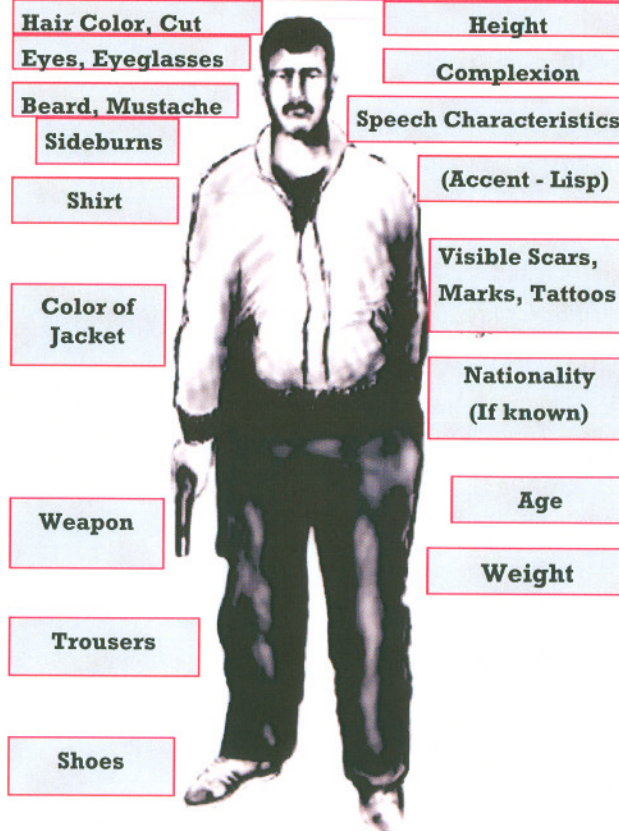
WHAT DOES ROBBERY

AWARENESS TRAINING INCLUDE?

1. Prevention Techniques
2. Procedures During the Robbery
3. Post-Robbery Procedures

SUSPECT IDENTIFICATION CHART

PHYSICAL DESCRIPTION



PREVENTION TECHNIQUES

1. *Be alert for strangers and suspicious acting people in your bank.* Even an amateur will "case" a bank prior to a robbery. If you suspect someone, do not hesitate to use the camera to take photographs of the suspicious subject. If the person poses a threat in any way, notify the branch manager, security officer, or call police. A false alarm is no problem as long as it is the result of alert employee action.
2. *Know and strictly follow your bank's opening and closing procedures.* Honest customers will appreciate your precautions and not insist on special attention. Know what is to be done when the opening/closing codes and routines are not followed. You should have emergency numbers within reach at all times, not just at your work station.
3. *Know where alarm buttons are located.* Practice reaching for alarms without detection so that during a real robbery, you can activate the alarm secretly.
4. *Keep robbery kits up-to-date.* All employees should know where the kits are located and how to use them. Also, the height markers on exit doors should be visible to all work stations.

COMMON WEAPON TYPES

